DocLink

TRULIANT FEDERAL CREDIT UNION IMPROVES ON-TIME PAYMENTS FROM 70% TO 99% WITH DOCLINK

SEAMLESS ERP INTEGRATION HELPED MANAGE GROWING FINANCIAL DOCUMENTATION FOR BETTER CUSTOMER SERVICE

COMPANY
Truliant Federal Credit Union

INDUSTRY
Financial Services

ERP SOFTWARE
Epicor Enterprise

WEBSITE
www.truliantfcu.org

BACKGROUND

Truliant Federal Credit Union was founded in 1952 in Winston-Salem, North Carolina. It currently serves over 180,000 members-owners from more than 850 businesses and organizations. A not-for-profit financial institution, Truliant provides individuals and small businesses with a full range of products and services including checking accounts, online banking, certificates, and businesses, auto, and home loans. Member-owners enjoy the benefits of a financial institution that traditionally charges lower fees, pays higher dividends on savings, and has lower interest rates on loans than other financial institutions.
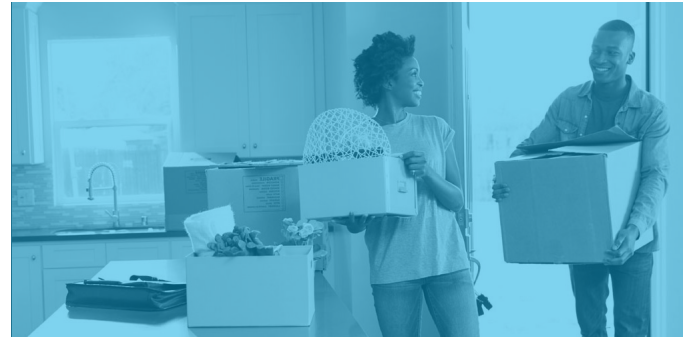
CHALLENGE

Ruth Browder, Accounting Manager, was excited about the company's purchase of their financial system and the improvement it would bring to her department. She didn't expect the other opportunities that a relationship with Epicor would offer her. Truliant was having a great deal of difficulty managing their AP process in a manner that would allow them to pay their vendors in a timely fashion. "Finance was unable to control the time it took to process vendor invoices. Invoices were going directly to our branch offices, and many times when the finance department did receive the invoices from the field, the bill was already late," said Browder.

"OUR COMPANY CONTINUES TO GROW BUT WE HAVE NOT NEEDED TO ADD STAFF BECAUSE OF DOCLINK."

- RUTH BROWDER, ACCOUNTING MANAGER

THE DOCLINK SOLUTION

One of the opportunities with Epicor was a way to go paperless in Finance using DocLink. "Our company continues to grow but we have not needed to add staff to the department because of DocLink," stated Browder.

Upon identifying Truliant's problems, Epicor immediately recommended DocLink. "DocLink's proven integration to our Epicor Enterprise accounting system was critical to our decision making process. We wanted to link our accounting data to these images without any additional effort. DocLink came highly recommended and was the obvious choice," said Browder. Truliant recognized the benefits of a centralized payables process and implemented DocLink to achieve their goal of greater visibility and control.

Truliant now captures images of all invoices and checks and links them together through DocLink's integration. "We've given our 24 branch offices access to DocLink. When branch managers have questions, they no longer call our department. They get the answers that they need when they need it," shared Browder.

BENEFITS FOR TRULIANT

"We were running about 70% of our invoices paid on time and the rest were late. Using DocLink, we are now paying at a 99.9% on-time rate," said Browder. Truliant is also processing 900 invoices per month with a single AP staff member.

In addition to improving vendor relationships, Truliant has also improved internal relationships. "We have started doing our employee expense vouchers through Epicor ACH and DocLink. The employees love it because they get their expense money reimbursed in half the time it used to be late," said Browder.

"We are all about saving money and becoming more efficient in Accounting in every way we possibly can. Epicor and DocLink are so complementary to each other. As we continue to emphasize efficiency in all facets of our operation, DocLink has proved to be a lifesaver. We've been able to save time and money while increasing productivity by utilizing features that before were unavailable to us. We now rely on DocLink as a vital organization tool," stated Browder.

ALTEC